

# **Overview Of Eudora Pro 3.0**

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## **For Windows**

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CENTER NETWORK ENVIRONMENT

**Prepared By The Center Network Environment (CNE)**

# Overview Of Eudora Pro 3.0 For Windows

This document is a brief overview of the commercial version of Eudora (a.k.a. Eudora Pro). It assumes you have an account on a POP server, have installed the commercial version of Eudora, and have configured Eudora to communicate with that POP account.

## Introduction

There are five main areas of Eudora covered in this document:

- **Sending E-mail**
- **Receiving E-mail**
- **Replying To, Forwarding, & Redirecting E-mail**
- **Using Mailboxes**
- **Miscellaneous Features**

It does not cover all the details of each feature. For further, more detailed, information, the on-line help and the manuals are excellent references. If you need help on how to configure Eudora, please read the CNE document "Configuring Eudora Pro 3.0 For Windows".

## Sending E-Mail

When sending e-mail, Eudora uses an e-mail protocol called Simple Mail Transport Protocol (SMTP) to deliver its messages. The SMTP server acts like a local post office and is the place where you deliver all of your outgoing mail. Once your messages have been uploaded to this local mail server, they are then routed to their appropriate destinations.

To send an e-mail message, choose **New Message** from the **Message** menu and enter the e-mail address on the **To:** line. If you wish to send e-mail to multiple addresses, use a comma and a space to separate the addresses. You can have spaces before and after the comma, but there cannot be any spaces in the actual addresses themselves.

Once the addresses are entered in the **To:** line, use the tab key or the mouse to move to the **Subject:** line and enter a subject. A subject is not required in sending a message, but you should use one out of courtesy. The second line in the header is the **From:** line. The **From:** line is generated automatically from the information entered in the **Settings** option. To change this information, you need to go the **Tools** menu, where you should choose **Options...**, select **Return Address**, and then change the information.

You may also add e-mail addresses to the **Cc:** and **Bcc:** fields. "Cc" stands for carbon copy; it is used to send a duplicate of a message to an individual or group. "Bcc" stands for blind carbon copy; it is used to send a duplicate of a message to a user without anyone else seeing that it was sent to him.

The last line in the header is **Attachments**: This line would show the names of any enclosed documents sent with the message. Attachments will be covered in more detail later in this document.

Beneath the separator line is the text area. The text area is the large blank area at the bottom of the window, and this is where you would enter your actual message. When you have finished typing your message, and you have checked that there is nothing you need to change, click the **Send** button in the upper right of the message window and Eudora will transmit the message to the server. The server will then forward the message to all the people to whom the e-mail is addressed.

If you do not have a dedicated network connection, or you are dialing in to access your e-mail, you might want to set up Eudora to queue up your outgoing messages instead of sending them immediately. This can help cut down on connect time and phone charges. If you have configured Eudora to store your messages to be uploaded later, the button will say **Queue** instead of **Send**. In this case, to actually send your messages, you will need to select **Send Queued Messages** from the **File** menu.

## Receiving E-Mail

Eudora is a *POP mail client*. POP stands for Post Office Protocol. Eudora requires a POP mail server to which it can connect in order for it to work. This server acts like a post office box and stores messages. When mail is sent to you, it is not sent directly to the machine on your desktop; it is sent to an user account on the POP mail server. The server then stores the mail until you to download it with a POP mail client such as Eudora.

To check for mail in your account, select **Check Mail** from the **File** menu. When prompted, enter your password and Eudora will connect to the server and download your e-mail to your desktop machine. The e-mail is normally then removed from the POP server. These newly received messages are stored in Eudora's **In** box on your computer. To read a message, just pull down the **Mailbox** menu, select **In**, and click on the message you wish to read.

You can also set Eudora to check for mail on a periodic basis. The CNE recommends that you have Eudora check for mail every 15 minutes, but this parameter can be adjusted to suit your personal taste. You should not have it check for mail more frequently than every 15 minutes due to the number of disruptions that will incur, but you shouldn't make it too infrequent, or you might not receive your information in a timely fashion. To set this function, select **Options...** from the **Tools** menu. Go to the **Checking Mail** option and set the **Check For Mail Every [?] Minutes** setting found there. Enter the specific time interval you want Eudora to use in the [?] field. Once this field is set, Eudora will check your server for the arrival of any new messages based upon this interval.

## Replying To, Forwarding, & Redirecting E-Mail

## Replying To A Message

You can reply to a message by choosing **Reply** from the `Message` menu. For example, should you receive e-mail from *john.glenn@gsfc.nasa.gov*, replying to that message would automatically put *john.glenn@gsfc.nasa.gov* in the **To:** line of the message. You can reply to all users on the recipient list by holding down the shift key when you choose **Reply**. You also can add other addresses on the **To:** line if necessary.

When replying to a message, the original e-mail will be included in the body of the reply with a `>` character added to the beginning of each line. You can keep or delete as much of this text as you need using normal text editing. A reply to a reply will have two `>` characters at the beginning of each line of the original message and one `>` at the beginning of each line of the first reply. Every time there is another generation of replies, one more `>` character is added to the beginning of each line of text.

## Forwarding A Message

Forwarding a message is a way of sending a message to someone who was not a part of the original mail list. To forward a message, select **Forward** from the `Message` menu and specify to whom it should be sent. Do this by entering the person or persons' e-mail address(es) on the **To:** line. When a message is forwarded, a `>` character is appended to the beginning of each line to show that it has not been sent to them originally. You can add or delete as much of this text as you need using normal text editing, exactly as with replying to a message.

## Redirecting A Message

Redirecting a message does the same as forwarding, except that it doesn't add the `>` character to each line. To redirect a message, select **Redirect** from the `Message` menu and specify to whom it should be sent. Follow the same procedure as for forwarding messages, above.

## Using Mailboxes

### Opening Mailboxes

To open a mailbox, use the `Mailbox` menu. Click andhold on the `Mailbox` menu and it will bring up a list of all available mailboxes. When you first load Eudora, you will be able to choose **In**, **Out**, or **New**. Select **In** to see all of your incoming messages; select **Out** to see all of your outgoing messages. This list will later include any other mailboxes you create.

### Creating Mailboxes

From the `Mailbox` menu, select **New** to create a new mailbox. You will be prompted to give the mailbox a name; this name can be any normal file name. There is another option

in this dialogue box called **Make it a Folder**. **Make it a Folder** allows you to create folders for storing both mailboxes and other folders. These folders are an excellent way of nesting batches of related mailboxes in manageable groups. When you create a new folder, you will be prompted to give the folder a name; as with mailboxes, this name can be any normal file name. You will then be prompted to create either another folder or mailbox to nest within that folder. This process of creating folders will continue until you create a mailbox in which the messages will be stored.

## Transferring Messages

As stated previously, new mail gets stored in the **In** box. But as you can imagine, the **In** box will get very full after a while. To allow you to better organize your mail, Eudora lets you set up mailboxes (as described above) and transfer mail into these mailboxes. The **Transfer** menu is where you go to transfer messages between mailboxes.

To transfer mail from one mailbox to another, do the following:

1. If it is not already open, open the mailbox that contains the message to be transferred.
2. Highlight or open the message.
3. Select the destination mailbox from the **Transfer** menu and release the mouse button. The mail will be transferred to the new mailbox.

You can also transfer more than one message at a time. Simply hold down the shift key while clicking on the messages you want to move, then from the **Transfer** menu, select the mailbox to which you want the messages to go. Once selected, all of the highlighted messages will be transferred into that mailbox.

It is easy to create a new mailbox as you transfer messages. Choose **New** from the **Transfer** menu and follow the steps above to create a mailbox. Creating a new mailbox from the **Transfer** menu works exactly the same way as does creating a new mailbox from the **Mailbox** menu. When you create a new mailbox from the **Transfer** menu, Eudora transfers either your open message or the messages you have highlighted to that new mailbox. The other option, **Make it a Folder**, works the same way here as when it is selected from the **Mailbox** menu.

## The Mailbox Utility

There is one other place where you can manipulate mailboxes. It is the **Mailboxes** option found under the **Tools** menu. The **Mailboxes** option allows you to move, delete and create both mailboxes and folders. To use these features, select **Mailboxes** from the **Tools** menu to bring up the **Mailboxes** window. By double-clicking on the folders, you can see all of their nested mailboxes. By double-clicking on the mailboxes, you can see all of their enclosed messages. And by double clicking on a message, you can call up that message.

In this window you can transfer or rename messages, mailboxes, or folders. You can also delete a mailbox or a folder (and all of its contents).

## Miscellaneous Features

### Using The Speller In Eudora

Eudora is equipped with an interactive spell checker. To use this feature, pull down the **Edit** menu and highlight the option **Check Spelling**. The speller will automatically launch, search the currently open e-mail message, and alert you to words not found in its dictionary and suggest alternatives.

### Finding Mail

**Find** is an option located under the **Edit** menu which allows you to search for a specific character pattern (i.e. a name, word, or phrase) in the contents of messages and their headers. **Find** will look first through all the messages in the current mailbox, and then, if the message is not within that mailbox, **Find** will continue on through the other mailboxes. Once the pattern has been found, the message containing it will pop up with the pattern highlighted. If it is not the message you were looking for, go up to the **Edit** menu, select **Find**, and click on the **Next Message** button. **Find** will then continue its search throughout the rest of the messages from that point.

### Sorting Mail

**Sort** allows you to sort all the mail in a mailbox by date received, sender, subject, priority, or status. To perform a sort, open the mailbox that you wish to organize, go to the **Edit** menu and select **Sort**, and then select the criteria by which you want your messages sorted. Eudora will rearrange the messages in that mailbox so that they are organized by the criteria which you have chosen.

### Printing Mail

You can print either an entire message or just part of a message. To print the currently open message, choose **Print...** from the **File** menu.

### Address Book (a.k.a. Nicknames)

Eudora 3.0 has significantly upgraded the Nicknames feature found in previous versions. This newly upgraded utility has been renamed as the Address Book. The Address Book allows users to include a lot more information about individuals or groups in their nickname entry. This information can include full name, address, fax number, e-mail address, etc.

Entries in the Address Book are called nicknames. A nickname is a name you can give to one or more addresses. For example, suppose you send a e-mail to all of the members of your task on regular basis. Instead of typing all of the full e-mail addresses of all twenty members, you could create a nickname called "Task\_Members" and assign the e-mail addresses for all of the task members to the nickname. You could then use that nickname whenever you need to send e-mail to the group. You could also establish a nickname for an individual with whom you correspond often (for example,

rana.f.papiens.7@zoology.gsfc.nasa.gov could be assigned the nickname "Rana"). When sending e-mail, nicknames help to both save you time and reduce e-mail address errors.

There are two ways to establish a nickname in Eudora. Both do the same thing, but they go about it in different ways. The first way uses the **Address Book** option from the **Tools** menu on the PC. Within the **Address Book** window, click the **New** button and enter the nickname you wish to use. Then, enter the addresses and other information you want associated with the nickname. When you are finished, click on the **Save** button to close the window and save your changes. Please remember that commas and spaces cannot be part of a nickname.

The second way to create a nickname is to use the **Make Address Book Entry...** command from the **Special** menu. What this command does is to take the e-mail address(es) from your current out-going message and allows you to assign a nickname for them. After you select the **Make Address Book Entry...** command, you will see a window where you can enter the nickname you wish to assign. When you are done, click on the **OK** box. Now, the nickname has been added to the list of other available nicknames, and is ready for use.

Once a nickname has been established, it can be entered anywhere a regular e-mail address would go (e.g. in the **To:**, **Cc:**, or **Bcc:** fields). If you still have the **Address Book** window open, you can choose a nickname and then click on the **To**, **Cc:**, or **Bcc:** button to put the nickname on the appropriate line of the message header.

## The Quick Recipient List

If you look under the **Message** menu, you will see that the top six options are **New Message**, **Reply**, **Reply To All**, **Forward**, **Redirect**, and **Send Again**. Directly below those commands, you will notice the list **New Message To**, **Forward To**, and **Redirect To** with an arrow following each. By choosing any of these, you will call forth the **Recipient List**. You can choose an address from that list and it will automatically open a new message and put the nickname or e-mail address on the **To:** line. The whole point of adding names to the **Recipient List** is to make names you use often more readily available.

Any e-mail address or nickname can be put on the **Recipient List**. One way is to check the box **Recipient List** at a nickname's creation. Another way is to select the nickname or e-mail address on the **To:** line, go the **Special** menu, and select the **Make Address Book Entry...** command and select the **Put It On The Recipient List** option.

## Signature

Signatures (a.k.a. .sig files) are text files which are automatically appended to the end of each message you send. These files usually include your name, phone number, fax number, etc. Generally, a short, informative, signature is better than a long, verbose one. Here is an example:

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Dr. Nick Riveria, CNE Project  
Phone: (310) 286-7342

Fax: (310) 286-1777  
E-mail: Nick.Riveria.1@gsfc.nasa.gov

To create a signature, choose **Signature** from the **Tools** menu. A text window will open where you can enter the text that you wish to use. When you are finished, close the window and save the signature when prompted. This signature can now be added to the end of all of your outgoing messages. Whenever you want to append your signature to the end of a message, select the **JH** icon in the message window. Eudora will then affix your signature file to your message when you hit the **Send** button.

## Tips on Accessing Your Mail When Away from the Office

As noted earlier, you can configure Eudora so that messages are not sent immediately, but stored for upload later. This option is especially useful for remotely logging in. It allows you to work off-line, then download all of your new mail and upload all your outgoing messages with just one call. If you have chosen to do this, the transmit button (in the upper right hand of the message window) will say **Queue** instead of **Send**. In this case, to actually send your messages, you will need to select **Send Queued Messages** from the **File** menu.

## Directory Services

NASA has an agency-wide directory service available to all Internet users. This service is called X.500 and it can be used to look up all NASA employees and many of the contractors as well. To access this directory from within Eudora, you can use the **Finger** command. To use **Finger**, go to the **Tools** menu and highlight **Directory Services**. In the "Command:" field, type the name of the individual you want to look up and click the **Finger** button.

If the individual is not associated with GSFC, you will need to specify the Center with which they are associated before doing the query. To do this enter the string "@x500.<center\_abbreviation>.nasa.gov". For example if you were trying to find information about Dan Goldin, you would enter the string "Dan.Goldin@x500.hq.nasa.gov" in the "Command:" field and click the **Finger** button. This would finger the X.500 server at Headquarters and return the information available about Mr. Goldin.

The Goddard CNE has also implemented a **Ph** service. **Ph** is not in place at all of the agencies, so it is not as flexible as finger for looking up users at other NASA centers. In Eudora, you can use **Ph** as a point-and-shoot directory service. This enhancement allows the **To:**, **Cc:**, and **Bcc:** buttons to be used which appear beneath the information window. If you were to look up a person at GSFC (by typing a user's name in the "Command:" field then clicking the **Ph** button), you will find that the e-mail address returned by this query will be placed in the corresponding field of a new e-mail message (or the one that is currently being edited).

If you want to select a different site's Ph server, you will need to click on the **Server** button. This will return a list of available Ph servers. To select one of these servers simply click on its name. Once the new choice has been made, you will notice that after

the word "Server" the server being queried will be listed. Now, like before, you can enter names of individuals you want to look up who would be found at that server.

Information returned by **Finger** and **Ph** can be cut-and-pasted into other applications.

## Attachments

Eudora also provides a means for attaching documents to your outgoing messages. Documents can be anything from a simple text file to a complex graphics file. The commercial version of Eudora encodes using MIME, BinHex, and UUencode. The default should be set to MIME.

Now that GSFC is 100% MIME complaint in the handling of attachments, everyone can set MIME as their default means of attachment encoding. There is only one caveat, not all of the other NASA centers have taken the same initiative that GSFC has in pursuing the CIO's MIME compliancy deadline (September 1, 1996). So you might encounter some difficulties when sending MIME files to other centers or other NASA partners (e.g., universities & off-site contractors).

If you encounter this situation, try an alternative means of encoding your attachments (refer to the Attachment Encoding Guide below). Until everyone with whom NASA sends e-mail has become MIME-compliant (or at least become able to receive MIME), this trial-and-error scenario will exist.

## Attachment Encoding Guide

<u>From</u>	<u>To</u>	<u>Type Of Encoding To Use (Best → Worst)</u>
PC	Macintosh	MIME → BinHex → UUencode
PC	Unix	MIME → UUencode
PC	PC	MIME → UUencode
Macintosh	Macintosh	MIME → BinHex → UUencode
Macintosh	Unix	MIME → UUencode
Macintosh	PC	MIME → UUencode
All Else	All Else	MIME → UUencode → BinHex

To attach a document, open a new message and choose **Attach Document** from the Message menu. You will then be prompted for the file you wish to attach. Select the file you want, and it will be made part of the message. Finally, you should append a line to the end of the message which tells the person to whom you are sending the attachment what type of file you are sending and the type of encoding you used so that they will know how to decode the file upon receipt.

## Conclusion

If you have questions which aren't answered in this overview of Eudora, try looking through the on-line help. You can use this feature by accessing the **Help** menu. Also,

the full Eudora Pro 3.0 User Manual and Quick Reference Guide is available for download. These documents describe the features of Eudora in full.

Your LAN administrator should also be able to answer your questions. Finally, should you be unable to find the answers you need in any of these resources, you can call the CNE Helpdesk at 286-7342 for assistance.